

Stakeholder feedback

Learner feedback is obtained at course level in order to inform quality review. Cross college surveys using a sample of courses are also held in order to obtain feedback on enrolment and induction and on programme experience.

Learners expressed most satisfaction with:

- Accommodation
- Clarity of assessment processes
- Enrichment opportunities
- Teachers' knowledge of subjects and teaching methods
- There is good satisfaction with the enrolment process. Most felt that they were on the right course, that the College had been helpful when they applied and that they were made to feel welcome.

Learners expressed least satisfaction with:

- Course information
- Course management

The college generally improved its overall ratings when compared with last year's surveys.

Employer feedback is obtained through a postal survey. This is a mixed picture with some employers still expressing dissatisfaction with aspects of the provision.

Most satisfaction was with:

- Programmes meet needs of employees and employers
- College provides high quality learning opportunities

Least satisfaction was with

- College providing sufficient feedback on employees' progress
- Receiving sufficient information on training schemes
- Receiving sufficient guidance and support for workplace assessment

Survey of parents of full time first and second year learners. The College has generally improved its overall ratings when compared with last year's survey. However there is some dissatisfaction with the provision of information about courses and with who to contact at the College for information. Average agreement for the 15 questions was 92% for the parents of both first and second year learners. There were individual concerns about some aspects but generally there was good satisfaction with the College.

Overall

There are problems with the provision of information. Both parents and employers have expressed concerns about the lack of reporting of learner progress. Work based employers are particularly concerned about this. Learners appear to be satisfied with the teaching and learning but have concerns around information and organisation.